

GROUND TRANSPORTATION REGULATIONS
FOR
DETROIT METROPOLITAN WAYNE COUNTY AIRPORT



DETROIT METRO • WILLOW RUN
WAYNE COUNTY AIRPORT AUTHORITY

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1. PURPOSE

To establish a set of regulations for individuals and entities providing ground transportation services (“Ground Transportation Operators”) at Detroit Metropolitan Wayne County Airport (the “Airport”), under, and as an extension of, those set forth in the Wayne County Airport Authority Airport Ordinance (the “Airport Ordinance”).

2. AUTHORITY TO ESTABLISH THESE REGULATIONS

The authority for the Wayne County Airport Authority (the “Airport Authority”) Chief Executive Officer (“CEO”) to issue these Regulations derives from and is guided by a combination of federal, state, and local sources of law and regulation. The following statements provide a non-exhaustive list of statutes and regulations that the CEO has considered in setting forth these regulations.

- A. The Michigan Public Airport Authority Act, Public Act 90 – The Michigan Public Airport Authority Act, Public Act 90 of 2002 (“PA 90”), created the Airport Authority and generally vested the Airport Authority with exclusive operational jurisdiction of the Airport, and the authority to lease premises and facilities at the Airport and grant rights and privileges with respect thereto. Additionally, PA 90 specifically provides the Airport Authority certain enumerated duties and powers, including the following:
- i. “[T]he power and duty of planning, promoting, extending, maintaining, acquiring, purchasing, constructing, improving, repairing, enlarging, and operating all airports and airport facilities under the operational jurisdiction of or owned by the authority.” MCL 259.116(1)(c); and
 - ii. The development of all aspects of the airport facilities, including, (i) “[t]he location of terminals, hangars, aids to air aviation, parking lots and structures, cargo facilities, and all other facilities and services necessary to serve passengers and other customers at the airport; (ii) [s]treet and highway access and egress with the objective of minimizing, to the extent practicable, traffic congestion on access routes in the vicinity of the airport.” MCL 259.116(1)(i).

And in order to meet these and other obligations, PA 90 provides the Airport Authority the authority to adopt and enforce rules, regulations, and ordinances as follows:

- i. An authority may adopt and enforce in a court of competent jurisdiction of this state reasonable rules, regulations, and ordinances for the orderly, safe, efficient, and sanitary operation and use of airport facilities...under its operational jurisdiction. The authority may establish civil and criminal penalties for the violation of rules, regulations and ordinances authorized under this subdivision to the same extent as the local government that owns the airport.” MCL 259.116(1)(m).
- ii. [A]n authority may appoint and vest with police powers airport law enforcement officers, guards, or police officers under this chapter. The law enforcement officers, guards, or police officers of the authority shall have the full police powers and the authority of peace officers within the areas over which the authority has operational jurisdiction, including, but not limited to, the prevention and detection of crime, the power to investigate and enforce the laws of this state, rules, regulations, and ordinances issued by the authority, and, to the extent permitted or required by federal law and regulations,

requirements of federal law and regulations governing airport security. The officers may issue summons, make arrests, and initiate criminal proceedings.” MCL 259.116(1)(p).

- B. The Airport Ordinance – Under Section 6.1 of the Airport Ordinance, “[t]he CEO is authorized to formulate, propose, and enforce by administrative action, rules and regulations which are consistent with this Ordinance and which are necessary or useful for the following purposes ...To provide for the safe, orderly, and equitable governance of Taxicab, Luxury Sedan, Limousine and Ground Transportation services.”

3. AUTHORITY TO ENFORCE THESE REGULATIONS

Airport Authority employees are hereby authorized to enforce these Regulations, which represent rules and regulations authorized by Section 6.1 of the Airport Ordinance. Because these Regulations represent “a rule, order or directive issued pursuant to [the Airport] Ordinance,” any violation of these Regulations constitutes a misdemeanor offense (Airport Ordinance Section 22.3). This authority is non-exclusive in nature and supplemental to all other enforcement and regulatory authority vested in the Airport Authority, its CEO, and its employees and agents.

4. CATEGORIES OF GROUND TRANSPORTATION SERVICES

For purposes of regulating operators that provide ground transportation services at the Airport, the Airport Authority defines the categories of Ground Transportation Operators as follows:

- A. Reserved/Pre-Arranged Operator – “Reserved/Pre-Arranged Operator” means any operator using a self-propelled motor vehicle to carry passengers for hire with a seating capacity of 15 passengers or fewer, including the driver. “Reserved/Pre-Arranged Operator” includes, but is not limited to, the following: limousines, luxury sedans, taxicabs, and vans. This category is exclusive from Concessionaires or Other Contracted Operators, which are governed by the contract signed by the operator and the Airport Authority with respect to the transportation services.
- B. Bus Operator – “Bus Operator” means any operator utilizing a self-propelled motor vehicle used in the carrying of passengers for hire with a seating capacity of 16 passengers or more, including the driver, unless that operator is a Public Operator. “Bus Operator” includes, but is not limited to, buses operated by public-private partnerships and buses operated by private entities. Bus Operators can provide “Charter Service” or “Regularly Scheduled Service:”
 - a. A bus is providing Charter Service if it is not operating on a regular/fixed or published schedule. Typically, though not always, trip sales are limited to an exclusive group or organization, rather than any prospective passenger who wishes to purchase a trip.
 - b. A bus is providing Regularly Scheduled Service if it is operating on a regular/fixed or published schedule. This includes a bus that is providing additional capacity based on the operator’s regular/fixed or published schedule. Typically, though not always, any prospective passenger can purchase a trip on such a bus, and sales are not limited to an exclusive group or organization.

- C. Public Operator – “Public Operator” means either a “municipal corporation” or “public transportation corporation,” as defined in Intergovernmental Contracts Between Municipal Corporations, MCL 124.1.
- D. Concessionaire or Other Contracted Operator – “Concessionaire or Other Contracted Operator” means any concessionaire or other person or entity operating transportation services with whom or with which the Airport Authority has a relationship pursuant to a contract signed by the operator and the Airport Authority with respect to the transportation services.
- E. Courtesy Shuttle Operator – A “Courtesy Shuttle Operator” means the operator of a transportation service between the Airport and a hotel, parking lot, or other off-Airport location that does not charge a fee for transportation services.

5. ADMINISTRATION

- A. The Airport Authority will designate pick-up and drop-off locations for Ground Transportation Operators at the Airport.
- B. However, and notwithstanding anything in these Regulations to the contrary, when the Airport Authority and its ground transportation professionals determine that because of safety, efficiency, or congestion concerns a Ground Transportation Operator must pick up or drop off at any location because other than the one to which it most recently has been assigned, the Airport Authority and its representatives shall have the right, without prior notice, to direct the Ground Transportation Operator to drop off or pick up passengers at any location or locations at the Airport which the Airport Authority deems necessary or appropriate at that time.
- C. Through these Regulations, the CEO hereby delegates to the Airport Authority’s Landside Department staff operational authority to manage ground transportation operations and enforce these rules and regulations, supplemental to all authority already vested in the Landside Department and all other Airport Authority employees and agents.

6. GENERAL RULES APPLICABLE TO ALL GROUND TRANSPORTATION OPERATORS

- A. Drivers, employees, and agents of a Ground Transportation Operator shall at all times comply with every lawful direction or order from a police officer or Airport Authority representative when that officer or representative is guiding, directing, controlling or regulating traffic on the Airport roads, ramps, service drives, parking areas, public and private driveways, or other areas of the Airport. Violation of this provision is a violation of Section 18.3 of the Airport Ordinance and is a misdemeanor pursuant to Section 22.3 of the Airport Ordinance.
- B. Drivers, employees, and agents of a Ground Transportation Operator shall at all times comply with every lawful direction or order from a police officer or Airport Authority representative, regardless of whether this direction or order pertains to vehicular movement.

- C. Drivers, employees, and agents of a Ground Transportation Operator shall not fail or refuse to comply with any traffic light, sign, mechanical or electrical signal, or pavement marking unless directed otherwise by a police officer or Airport Authority representative. Violation of this provision is a violation of Section 18.4 of the Airport Ordinance and is a misdemeanor pursuant to Section 22.3 of the Airport Ordinance.
- D. Ground Transportation Operators shall provide professional, competent, and courteous personnel to perform all transportation services – and activities related to transportation services – that occur at the Airport, and drivers shall be experienced, trained, and licensed such that they properly and safely maneuver into, around, and out of the Airport and the pick-up and drop off locations designated for such transportation services.
- E. Every Ground Transportation Operator shall maintain insurance in amounts required by the State of Michigan that covers all operations or activities conducted by it, its employees, and its agents while at the Airport. It is the sole responsibility of a Ground Transportation Operator to ensure that it and its drivers and other agents and employees maintain insurance in required types and amounts.
- F. Each driver must maintain the type of license mandated by the State of Michigan for the type or types of operations the driver will conduct at the Airport. It is the sole responsibility of a Ground Transportation Operator to ensure that its drivers and other agents and employees maintain licenses and certifications as required.
- G. All Ground Transportation Operators must maintain the organizational and administrative capacity to carry out all their duties and responsibilities under these Regulations, and all other applicable laws and regulations.
- H. A Ground Transportation Operator may not erect or display any signs, posters or advertising devices at the Airport without the prior written approval of the CEO, or his or her designee. Violation of this provision is a violation of Section 6.8 of the Airport Ordinance and is a misdemeanor.
- I. In accordance with the Airport Ordinance, a Ground Transportation Operator, or any employee, agent, or representative thereof, may not take still, motion or sound pictures of or at the Airport for commercial purposes without a permit to do so from the CEO or his or her designee.
- J. Any driver, manager, owner, or employee of a Ground Transportation Operator that performs services for the Ground Transportation Operator or the Ground Transportation Operator's customers on the Airport at an "on-airport facility" as defined in 49 CFR 23.3 must possess and display a current and valid airport identification badge issued by the Airport Authority. If the driver, manager, owner, or employee does not have a current and valid airport identification badge issued by the Airport Authority, the Airport Authority may deem such individual as trespassing or otherwise in violation of any applicable Airport Ordinance provision.

7. RESERVED / PRE-ARRANGED OPERATORS

- A. Locations – The Airport Authority manages two landside locations for Reserved/Pre-Arranged Operators – the McNamara Terminal Ground Transportation Center (“GTC”) and the Evans Terminal GTC. Reserved/Pre-Arranged Operators must pick-up their passengers in a GTC and not at the curb directly outside of a terminal building at the Airport, unless otherwise provided permission to do so by the CEO.
- B. Operating Fees –
- a. Coupons/Permits for operating at the Airport can be purchased by credit/debit card (Visa, MasterCard, Discover, and American Express only) or company check/money order. Cash will not be accepted.
 - b. The vehicle-for-hire access fee is \$10.00 per trip. A book of 10 coupons can be purchased for \$100.00.
- C. Hours of Operation for Coupon/Permit Sales – Seven days a week, from 8:00 A.M. through 10:00 P.M., except for 2:30 through 3:00 P.M.
- D. General Operating Procedures
- a. Each driver for a Reserved/Pre-Arranged Operator is required to have a completed Airport Authority Commercial Vehicle Access Coupon/Permit (See Attachment 1) for admittance into the vehicle staging lot of a GTC.
 - b. For flights due to arrive in more than 15 minutes, a representative of the Airport Authority’s Landside Department will advise the driver when the flight is due to arrive, and direct the driver to leave the GTC and return not more than 15 minutes before that time. If the flight is due to arrive within 15 minutes, a \$10.00 Coupon/Permit fee will be collected if the Reserved/Pre-Arranged Operator has not pre-purchased a Coupon/Permit and is not cashing in that pre-purchased Coupon/Permit.
 - c. A representative of the Airport Authority’s Landside Department will review the driver’s completed Coupon/Permit.
 - d. After review and approval of the driver’s Coupon/Permit, the representative of the Airport Authority’s Landside Department will include the date and GTC entry time on the Coupon/Permit, along with badge number.
 - e. Drivers with an incomplete, invalid, or missing Coupon/Permit are deemed to be trespassing and will be asked to leave the Airport immediately.
 - f. All Permits/Coupons must contain the Reserved/Pre-Arranged passenger’s flight number. The Airport Authority may verify the status of the passenger’s flight.
 - g. Drivers requesting terminal access to meet their passenger will be supplied a

terminal access identification pass (see Attachment 3), which must be worn by the driver at all times. The driver may then proceed to baggage claim or international arrivals and wait in the appropriate waiting area. The driver will hold a sign displaying the name of the passenger and/or the passenger's company, and assist their passenger(s) upon arrival. If the driver does not need terminal access, the driver will be directed to wait for their customer in the vehicle staging lot of the GTC.

- h. Drivers in the terminal without a terminal access identification pass are considered to be soliciting. Airport police may be notified for removal and potential prosecution of unauthorized drivers.
- i. Drivers for Reserved/Pre-Arranged Operators are prohibited from parking in vehicle chutes designated for concessionaire luxury sedan or metered taxi services.

E. McNamara Terminal GTC Procedures and Locations

- a. To meet a passenger at the McNamara Terminal GTC, the driver must first check in with a representative of the Airport Authority's Landside Department at the booth located in the vehicle staging lot (See Attachment 4).
- b. The vehicle staging lot for the McNamara Terminal is located on the fourth level of the McNamara Terminal parking structure (See Attachment 4).
- c. A Reserved/Pre-Arranged Operator's vehicle is allowed to remain in the vehicle staging lot for a maximum of 30 minutes.
- d. Within the McNamara Terminal baggage claim area, the Airport Authority will provide a roped off area with a sign designating it as only for drivers for Reserved/Pre-Arranged Operators, also known as the queuing area.
- e. For domestic arrivals, the queuing area will be near Doorway #3 at the baggage claim level (See Attachment 5).
- f. For international arrivals, the queuing area will be located directly outside of the security door on the international arrivals level (See Attachment 6).
- g. The Airport Authority's Landside Department reserves the right to manage the size or location of a queuing area based upon expected passenger/customer arrivals and to accommodate the needs of the traveling public.
- h. The Airport Authority may display signs directing the traveling public to the queuing area, including an overhead sign inside the security area.
- i. The Airport Authority may display signs in the GTC on Level 6 and at the bottom of the escalator on Level 4 directing the traveling public to the vehicle staging lot.

- j. If a Reserved/Pre-Arranged Operator is using a high-top van with a passenger capacity of 15 or fewer, including the driver, that cannot fit into the vehicle staging lot due to height constraints, the vehicle may instead pick up its passengers in the area of the GTC designated for Bus Operator pick-ups, as shown on Attachment 10. In doing so, Reserved, Pre-Arranged Operators using high-top vans may check in and redeem Coupons/Permits at the Airport Authority Landside Department booth next to the Bus Operator pick-up location when conducting their pick-ups, as shown on Attachment 10. However, if a Reserved, Pre-Arranged Operator using a high-top van opts to use this alternate location, it may not dwell and can only occupy the location for as long as it takes to check in, redeem its coupon, and actively load its passengers.

F. Evans Terminal GTC Procedures and Locations

- a. To meet a passenger at the Evans Terminal GTC or in the Evans Terminal, the driver must first check in at the Airport Authority Landside Department Check-In Booth located on Level 1 in the Evans Terminal GTC's Reserved/Pre-Arranged Area (See Attachment 7).
- b. The vehicle staging lot for the Evans Terminal is located on Level 1 of the Big Blue Parking Structure (See Attachment 7).
- c. A Reserved/Pre-Arranged Operator's vehicle is allowed to remain in the vehicle staging lot for a maximum of 30 minutes.
- d. Within the Evans Terminal Baggage claim area(s), the Airport Authority currently provides three 3 roped off area(s) – known as the International Arrivals, South, and North Queuing areas – with signage designating them as only for drivers meeting “pre-arranged commercial transportation” (See Attachment 8).
- e. The Airport Authority Landside Department reserves the right to manage the size or location of a queuing area based upon expected passenger/customer arrivals and to accommodate the needs of the traveling public.
- f. The Airport Authority may display signs directing the traveling public to the queuing area, including an overhead sign inside the security area.
- g. To access the Baggage Claim Area(s) from the GTC, drivers must utilize the pedestrian bridge on Level 4 of the GTC. Drivers are not allowed to cross the street on Level 1.

8. BUS OPERATORS

- A. Locations – The Airport Authority provides three landside locations for Bus Operators based on the type of operator and the service being performed: McNamara Terminal GTC, Evans Terminal GTC, and McNamara Terminal Departures Level curb.

- B. Operating Fees –
- a. Coupons/Permits for operating at the Airport must be purchased by credit/debit card (Visa, MasterCard, Discover, and American Express only) or company check/money order. Cash will not be accepted.
 - b. The vehicle-for-hire access fee is \$30.00 per trip for a single coupon, or Bus Operators can establish a pre-pay account, which allows the operator to add money to the account at any time, and through which its drivers can purchase Coupons/Permits. A Permit fee of \$30.00 will then be deducted from this account for each Coupon/Permit purchased by a driver.
- C. Hours of Operation for Coupon/Permit Sales – Seven days a week, from 8:00 A.M. through 10:00 P.M., except for 2:30 through 3:00 P.M.
- D. General Operating Procedures
- a. By its voluntary provision of services at the Airport, a Bus Operator is deemed to acknowledge that the Airport is a bus stop, like at a bus route sign on a post on the side of the road, and not a bus depot, like Detroit's Rosa Parks Transit Center or Ann Arbor's Blake Transit Center. Consequently, a bus driver may not take his or her break when the bus stops at the Airport, buses may not dwell and wait for passengers, and bus drivers shall not take any other actions that are more typical of those one would take at a bus depot rather than a bus stop.
 - b. Drivers are required to have a valid Coupon/Permit for admittance into a GTC. A representative of the Airport Authority's Landside Department will review the driver's Coupon/Permit for validity and record the Coupon/Permit number.
 - c. Drivers must place their valid Coupon/Permit in the lower right hand corner of the windshield on their motor coach. Drivers with an incomplete, invalid, or missing Coupon/Permit are deemed to be trespassing and will be asked to leave the Airport immediately.
 - d. Buses must actively load or unload only. No dwelling or waiting for passengers will be allowed at a bus pick-up or drop-off location.
 - e. The Airport Authority (i) desires to avoid scenarios in which a Bus Operator does not have at least one space available to it at a landside location; (ii) has determined, in its professional judgment, that a circumstance under which buses under shared management or ownership occupy two or more spots at a landside location could result in no spots remaining for other Bus Operators; (iii) finds that when Bus Operators comply with the Airport Authority's active loading and unloading policy the existing landside locations provide sufficient availability for existing and expected bus services; and (iv) finds that entities with shared management or ownership are able to stagger bus times, slow down buses on their way to the Airport, and use other dispatch, operations, and communications techniques and technologies to keep from having two or more buses in a GTC or at the McNamara Terminal Departures Level curb at a time. Consequently, a Bus Operator, and any entity with which it has shared

management or ownership, may not have more than one bus in the McNamara Terminal GTC, the Evans Terminal GTC, or the McNamara Terminal Departures Level curb at any time, without the express written consent of the Airport Authority, and any bus beyond the one currently occupying the facility must either circle around or wait at the staging area or areas designated by the Airport Authority until the first occupying bus departs.

- f. The North and South Staging Lots may be used for staging until passengers are ready for pick up (See Attachment 9).
- g. Buses will be asked to relocate to one of the North or South Staging Lots, and subsequently return, if passengers are not ready to be picked up at a bus pick-up location.
- h. Drivers are not to leave their vehicles to pick up passengers in the terminal or for any other reason, except to use the direct dial telephone to passenger assistance services located near the bus pick-up location or to assist with the active loading or unloading of the vehicle.

E. McNamara Terminal Procedures and Locations

- a. After gaining admittance to the GTC, drivers will stop at the Airport Authority Landside Department booth shown on Attachment 10 upon entering the McNamara GTC to check-in with the representative of the Airport Authority's Landside Department.

b. Passenger Pick-Up Location

- i. *Regularly Scheduled Service* – A bus engaged in Regularly Scheduled Service shall pick up passengers at either of the two Bus Operator spots in the GTC, as shown on Attachment 10.
- ii. *Charter Service* – A bus engaged in Charter Service shall pick up passengers at either of the two Bus Operator spots in the GTC, as shown on Attachment 10. If a bus engaged in Charter Service is picking up a group in which every single passenger is a guest of the on-site hotel, the bus may pick up its passengers on the curb outside of the onsite hotel.

c. Passenger Drop-Off Location

- i. *Regularly Scheduled Service* – A bus engaged in Regularly Scheduled Service shall drop off passengers at either of the two Bus Operator spots in the GTC, as shown on Attachment 10.
- ii. *Charter Service* – A bus engaged in Charter Service shall drop off passengers at either of the two McNamara Terminal Departures Level curb spots, as shown on Attachment 11.

F. Evans Terminal Procedures and Locations

a. Passenger Pick-Up Location

- i. *Regularly Scheduled Service* – A bus engaged in Regularly Scheduled Service shall pick up passengers at Stall 1 or 2 of the West access drive of the Evans Terminal GTC, except for the Suburban Mobility Authority for Regional Transportation (“SMART”), all as shown on Attachment 12.
- ii. *Charter Service* – A bus engaged in Charter Service shall pick up passengers at one of the numbered Stalls 2, 3, 8, or 9, of the West access drive of the Evans Terminal GTC, as shown on Attachment 12.

b. Passenger Drop-Off Location

- i. *Regularly Scheduled Service* – A bus engaged in Regularly Scheduled Service shall drop off passengers at Stall 1 or 2 of the West access drive of the Evans Terminal GTC, except for SMART, all as shown on Attachment 12.
- ii. *Charter Service* – A bus engaged in Charter Service shall drop off passengers at one of the numbered Stalls 2, 3, 8, or 9, of the West access drive of the Evans Terminal GTC, as shown on Attachment 12.

9. PUBLIC OPERATORS

- A. Introduction – The Airport Authority recognizes that Public Operators of ground transportation are governmental or nonprofit entities that do not derive a profit from the operation of their ground transportation services, but instead are entities created or enabled under State law to provide a service of public, rather than private, benefit. The Airport Authority determines it to be in its best interests to provide favorable treatment to these operators, including a waiver of the industry standard access fees that it charges to other operators and operations more private in nature.

The Airport Authority considers its grant of access to a Public Operator to be an intergovernmental contract under Intergovernmental Contracts Between Municipal Corporations (MCL 124.1., *et seq.*). Among other consideration for this intergovernmental contract, the Public Operator obtains access to the Airport for its operations and the Airport Authority obtains, through the Public Operator, another ground transportation operation for its customers.

- B. Eligibility – The Airport Authority will consider a Ground Transportation Operator a “Public Operator” if it is either a “municipal corporation” or “public transportation corporation,” as defined in Intergovernmental Contracts Between Municipal Corporations, MCL 124.1. Under this statute:

- a. A “municipal corporation” means a county, charter county, county road commission, township, charter township, city, village, school district, intermediate school district, community college district, metropolitan district, court district, public authority, or drainage district as defined in the drain code of 1956, Act No. 40 of the Public Acts of 1956, being sections 280.1 to 280.630 of the Michigan Compiled Laws, or any other local governmental authority or local agency with power to enter into contractual undertakings; and
 - b. A “public transportation corporation” means a nonprofit corporation organized pursuant to the nonprofit corporation act, Act No. 162 of the Public Acts of 1982, being sections 450.2101 to 450.3192 of the Michigan Compiled Laws, to which 1 of the following applies:
 - i. The primary purpose of the nonprofit corporation is providing public transportation services.
 - ii. The nonprofit corporation receives funding from the specialized services assistance program under section 10e of Act No. 51 of the Public Acts of 1951, being section 247.660e of the Michigan Compiled Laws.
- C. Access Fee Waiver – A Ground Transportation Operator shall be exempt from paying the standard airport access fee for service it provides if:
- a. The entire service is owned and operated by a Public Operator, or the entire service is operated by contract on behalf of a Public Operator; and
 - b. The vehicles providing the service exclusively display the branding (logos and any other identifying marks) of the Public Operator.
- D. Paratransit Operations – If the Public Operator is providing paratransit services as required by the Americans with Disabilities Act of 1990 (the “ADA”), the paratransit vehicle may pick up or drop off the paratransit eligible passenger(s) and passenger caregiver(s) at the same locations as privately-owned non-commercial vehicles.
- E. Compliance with Other Regulations – If a Public Operator is providing services with a vehicle with a seating capacity of 15 passengers or fewer, including the driver, then it shall follow all regulations relating to Reserved/Pre-Arranged transportation set forth in Section 7 above. If a Public Operator is providing services with a vehicle with a seating capacity of 16 passengers or greater, including the driver, then it shall follow all regulations relating to Bus Operators set forth in Section 8 above.

10. CONCESSIONAIRES OR OTHER CONTRACTED OPERATORS

The operations of concessionaires and other Ground Transportation Operators with which the Airport Authority has a contractual relationship pursuant to an agreement signed by the service operator and the Airport Authority with respect to the transportation services will be governed by that contract or those contracts, as the case may be, in addition to the Airport Ordinance and all

other applicable federal, state, and local rules, regulations, and statutes.

11. COURTESY SHUTTLE OPERATORS

Transportation services operating between the Airport and a hotel, parking lot, or other off-Airport location that do not charge a fee for transportation services shall be subject to the general requirements set forth in Section 6 of these Regulations, as well as the Airport Ordinance and all other applicable federal, state, and local rules, regulations, and statutes. A Courtesy Shuttle Operator may not dwell and shall only actively load and unload. Courtesy Shuttle Operators may use the spaces shown in Attachments 4 and 7. A Courtesy Shuttle Operator may not operate at the Airport unless it has paid and is current on the per month, per vehicle access fee.

12. SPECIAL EVENT SERVICES

- A. At the request of persons or entities that have contracted with a Ground Transportation Operator to transport a large passenger volume within a defined period of time, the Airport Authority, may on a case-by-case basis with these persons or entities, put a transportation plan in place in order to reduce or eliminate the congestion which the Airport Authority expects would or could result from such a service. In exercising its sole and absolute discretion to grant or deny Special Event Service status, the Airport Authority may consider, among other factors, the time of year, expected passenger volume for other services, the frequency of and any gaps in the proposed service, and duration of the event giving rise to the request.
- B. Eligibility: In order to be granted status as a Special Event Service, the person or entity seeking such status must provide the following, to the satisfaction of the Airport Authority's Landside Department, at least 14 days prior to the service commencing:
 - a. Written confirmation that person or entity is contracting directly with a Ground Transportation Operator to provide the service and that the vehicles will be used exclusively for the event's attendees, chaperones, etc. Specifically within this confirmation, the person or entity must confirm that members of the general public will not be sharing the vehicles with the attendees, chaperones, etc.
 - b. A copy of the entire contract – including addenda, work or task orders, and any other documents created for or under the contract – between the person or entity seeking Special Event Service status and the Ground Transportation Operator that sets forth the trip times and number of trips contracted for. As the Airport Authority has in the past granted special event status to persons or entities which operated fewer actual vehicle trips than represented to the Airport Authority in seeking Special Event Service status, the contract and resultant firm times and number of trips is necessary for Airport Authority ground transportation staff to plan ahead from an operational perspective.
 - c. Written confirmation that the vehicles will have a placard in the window, along with a Coupon/Permit in the lower right area of the windshield for pick-ups, identifying each vehicle as affiliated with the special event.

- C. The Airport Authority reserves the right to deny or revoke Special Event Service status if: (i) the person or entity seeking, or which sought, such status is not complying with these Regulations, (ii) a Ground Transportation Operator hired by the person or entity is not complying with these Regulations, or (iii) the actual nature of the service does not match what the person or entity seeking Special Event Service status represented when it sought that treatment.

13. ACCOMMODATION FOR PERSONS WITH DISABILITIES

- A. All Ground Transportation Operators must at all times operate their services at the Airport in compliance with the ADA, the Rehabilitation Act of 1973, and any other statutes or regulations relating to persons with disabilities.
- B. These accommodations are not intended to and do not segregate people with disabilities, but instead serve to offer additional options for persons with disabilities upon request beyond the standard, accessible spaces used by Ground Transportation Operators that are available to all ground transportation passengers.
- C. These accommodations do not require persons with disabilities to use them. They represent additional accommodations available for persons who may request them, just like any other service or auxiliary aid. And just as persons with disabilities may choose to utilize or not utilize the services providing wheelchair and mobility assistance available at the Airport, so too can persons with disabilities choose to utilize or not utilize these ground transportation accommodations.
- D. As a general matter, the Airport ensures that its facilities are accessible for passengers of all Ground Transportation Operators. The Airport Authority recognizes, however, that it and Ground Transportation Operators should develop procedures to accommodate requests from individuals with disabilities that may necessitate a reasonable modification to the pick-up and drop-off policy for the standard locations set by the Airport Authority above. Consequently, all Ground Transportation Operators must, upon request for accommodation from an individual with a disability, modify its service to provide an additional pick-up or drop-off option as follows:
 - a. *McNamara Terminal Drop-offs* – When the vehicle enters the Airport, the driver should announce the following to his or her passengers: “Passengers with a disability or needing extra time or assistance may remain onboard with their travel companions and be dropped off closer to the terminal.” Then, the Ground Transportation Operator must first complete its passenger drop-off at its standard location for all passengers other than the individual with a disability who has requested this accommodation, after which the Ground Transportation Operator must drop off the individual with a disability who has made such a request (and any of his/her traveling companions and caregivers) at the McNamara Terminal Departures Level curb, as shown on Attachment 11. If the Ground Transportation Operator has passengers remaining in its vehicle to be dropped off at the Evans Terminal, the person(s) requesting the accommodation should be dropped off at the McNamara Terminal Departures Level curb before the Ground Transportation Operator proceeds to the Evans Terminal. Note: if a Ground Transportation Operator is already authorized to

drop off on the McNamara Terminal curb – as is the case with taxi cabs, luxury sedans, and paratransit vehicles, among others – the Ground Transportation Operator may also drop off anywhere at which it is already authorized.

b. *McNamara Terminal Pick-ups* - The Ground Transportation Operator must pick up an individual with a disability who makes a request for accommodation as to his or her pick-up location (and any of his/her traveling companions and caregivers) outside of Door 402 of the McNamara Terminal GTC, as shown on Attachment 10.

i. If the location outside of Door 402 is South of the Ground Transportation Operator's standard pick-up location, the Ground Transportation Operator must first complete its passenger pick-up at its standard location for all passengers other than the individual with a disability who has requested a reasonable accommodation, and then proceed to the Door 402 location only to pick up the individual with a disability who has requested such accommodation (and any traveling companions and caregivers).

ii. If the location outside of Door 402 is North of the Ground Transportation Operator's standard pick-up location, the Ground Transportation Operator must only pick up the individual with a disability who has requested such accommodation (and any traveling companion(s) and caregiver(s)) at this location, and then proceed to the Ground Transportation Operator's standard pick-up location.

c. *Evans Terminal Drop-offs* - When the vehicle enters the Airport, the driver should announce the following to his or her passengers: "Passengers with a disability or needing extra time or assistance may remain onboard with their travel companions and be dropped off closer to the terminal." Then, the Ground Transportation Operator must first complete its passenger drop-off at its standard location for any and all passengers other than the individual with a disability who has requested this accommodation, after which the Ground Transportation Operator must drop off the individual with a disability who has made such a request (and any of his/her traveling companions and caregivers) at Evans Terminal GTC Stall 5, as shown on Attachment 12. However, if the Ground Transportation Operator is utilizing Evans Terminal GTC Stall 6, 7, 8, or 9 for its standard drop-off location during this trip, then it should conduct the drop-off at Evans Terminal GTC Stall 5 first, if a passenger has so requested. If the Ground Transportation Operator has passengers remaining in its vehicle to be dropped off at the McNamara Terminal, the person(s) requesting the

accommodation should be dropped off at the Evans Terminal GTC Stall 5 before the Ground Transportation Operator proceeds to the McNamara Terminal. Note: if a Ground Transportation Operator is already authorized to drop off on the Evans Terminal curb – as is the case with taxi cabs, luxury sedans, and paratransit vehicles, among others – the Ground Transportation Operator may also drop off anywhere at which it is already authorized.

- d. *Evans Terminal Pick-ups* – The Ground Transportation Operator must first complete its passenger pick-up at its standard location for any and all passengers other than the individual with a disability who has requested a reasonable accommodation, after which the Ground Transportation Operator must pick up the individual with a disability who has made such a request (and any of his/her traveling companions and caregivers) at Evans Terminal GTC Stall 5, as shown on Attachment 12. However, if the Ground Transportation Operator is utilizing Evans Terminal GTC Stall 6, 7, 8, or 9 for its standard pick-up location during this trip, then it should conduct the drop-off at Evans Terminal GTC Stall 5 first, if a passenger has so requested.

Under no circumstance may a Ground Transportation Operator, its employees, or its agents inquire about or require any person to disclose any medical condition or disability in connection with the use of these accommodations by an individual with a disability. If an individual requests accommodation, a Ground Transportation Operator should presume the individual has a disability and provide the accommodation.

Any Ground Transportation Operator that does not follow the above accommodation procedure – by, among other things, failing to provide the accommodation to an individual with a disability who has requested an accommodation (or any of his/her traveling companions and caregivers); or by providing the accommodation to an individual who has not requested an accommodation – will be in violation of these Regulations and this Section 13.

- E. The Airport Authority takes its obligations to persons with disabilities seriously and expects the Ground Transportation Operators to which it grants Airport access to do the same. Failure to comply with this Section 13 is a serious offense and may result in a misdemeanor citation or revocation of Airport access privileges.
- F. Upon receiving a request for accommodation from an individual with a disability:
 - a. The Ground Transportation Operator must inform its customer of the wheelchair and mobility assistance service provided by the airlines and inquire whether the customer has already arranged for wheelchair or other mobility assistance services with his or her airline.
 - b. If the customer has not already arranged for such assistance and wants to utilize this service, the Ground Transportation Operator must either (i) provide the customer with the appropriate airline accessibility contact information in order for the customer to make a request for wheelchair or other mobility assistance service or (ii) contact the mobility assistance service provider on the customer's behalf to arrange for such service.

Ground Transportation Operators are responsible for actively maintaining current wheelchair or other mobility assistance contact lists for all airlines operating out of the Airport. These contact lists can be accessed at <http://www.metroairport.com/accessibility.aspx>.

14. COMPLIANCE WITH LAWS, RULES AND REGULATIONS

All Ground Transportation Operators will comply with any and all rules and regulations adopted by the Airport Authority with respect to use of the Airport. It will also comply with all applicable federal and state laws and regulations.

15. AIRPORT CONCESSION DISADVANTAGED BUSINESS ENTERPRISE

If a Ground Transportation Operator is a for-profit business and uses a booth or a counter or other "on-airport facility" that renders it "located on the airport" under 49 CFR 23.3, then the Ground Transportation Operator is providing a "concession" under 49 CFR 23.3 and shall not provide ground transportation services at the Airport unless it either (i) no longer uses the on-airport facility that renders it a concessionaire or (ii) enters into a separate concession agreement with the Airport Authority which complies with 49 CFR 23's Airport Concession Disadvantaged Business Enterprise requirements.

16. MISCELLANEOUS

- A. The Airport Authority reserves its sole and absolute right, based on its professional judgment, to make adjustments to these Regulations, at any given time, and without any requirement to give notice to any party, including Ground Transportation Operators.
- B. Unless otherwise explicitly provided for in these Regulations, the CEO or his or her designee may take all actions under these Regulations on behalf of the Airport Authority.
- C. As a condition of access to the Airport, Ground Transportation Operators shall not be or become in arrears to the Airport Authority upon any contract, debt, or any other financial obligation to the Airport Authority.
- D. If any Affiliate of a Ground Transportation Operator takes any action, which, if done by the Ground Transportation Operator itself, would constitute a violation of these Regulations, the action may likewise be deemed a violation by that Ground Transportation Operator. "Affiliate" is a parent, subsidiary or other company controlling, controlled by or in common control with the Ground Transportation Operator.
- E. The Airport Authority may amend or revise these Regulations at any time, with or without advance notice to Ground Transportation Operators.
- F. If any part of these Regulations is declared unenforceable or invalid, the remainder will continue to be valid and enforceable.

17. ISSUANCE OF THESE REGULATIONS

These regulations are hereby issued March 20, 2024, as rules and regulations authorized by Section 6.1 of the Airport Ordinance, and as “a rule, order or directive issued pursuant to [the Airport] Ordinance” for purposes of Section 22.3 of the Airport Ordinance.

A handwritten signature in black ink, appearing to read "Chad Newton". The signature is written in a cursive, flowing style.

**CHAD NEWTON
CHIEF EXECUTIVE OFFICER
WAYNE COUNTY AIRPORT AUTHORITY**

ATTACHMENT 1

RESERVED/PRE-ARRANGED OPERATOR ACCESS COUPON/PERMIT (EXAMPLE)

**W.C.A.A.
COMMERCIAL
DAILY
VEHICLE ACCESS
PERMIT N^o A**

*I AGREE TO ABIDE BY ALL AIRPORT RULES,
REGULATIONS, ORDINANCES, AND
THE STANDARD OPERATING PROCEDURES
(See Back)*

DATE _____ T/IN _____

FLT # _____ T/OUT _____

DTW BADGE# _____

LOCATION: M N

LIC PLATE _____

CO. NAME _____

DRIVER NAME:

OPS# _____ N^o A

LIMOS MAY ONLY PARK IN THE
DESIGNATED AREAS

*I AGREE TO ABIDE BY ALL AIRPORT RULES,
REGULATIONS, ORDINANCES, AND
THE STANDARD OPERATING PROCEDURES
(See Back)*

ATTACHMENT 2

BUS OPERATOR ACCESS COUPON/PERMIT (EXAMPLE)

**Ground Transportation
Access Permit
Category III**

Time: 5:03:41PM Expires: 01/25/2016

License #: 1234

Permit #: 22167

Company:

Terminal: X McNamara Terminal

X North Terminal

Westin Hotel

Authorized By:

01/25/2016

Notice:

DISPLAY THIS PERMIT IN LOWER RIGHT SIDE OF YOUR WINDSHIELD.

THIS PERMIT IS THE PROPERTY OF THE DETROIT METROPOLITAN WAYNE COUNTY AIRPORT AUTHORITY. MANAGEMENT RETAINS THE RIGHT TO SUSPEND, RECALL AND OR CONFISCATE THIS PERMIT AT ANYTIME WITH DUE CAUSE.

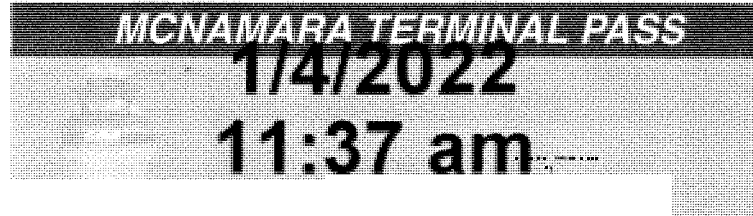
LANDSIDE SERVICES 734-942-3623

01/25/2016

ATTACHMENT 3

TERMINAL ACCESS BADGE (EXAMPLE)

(Front)

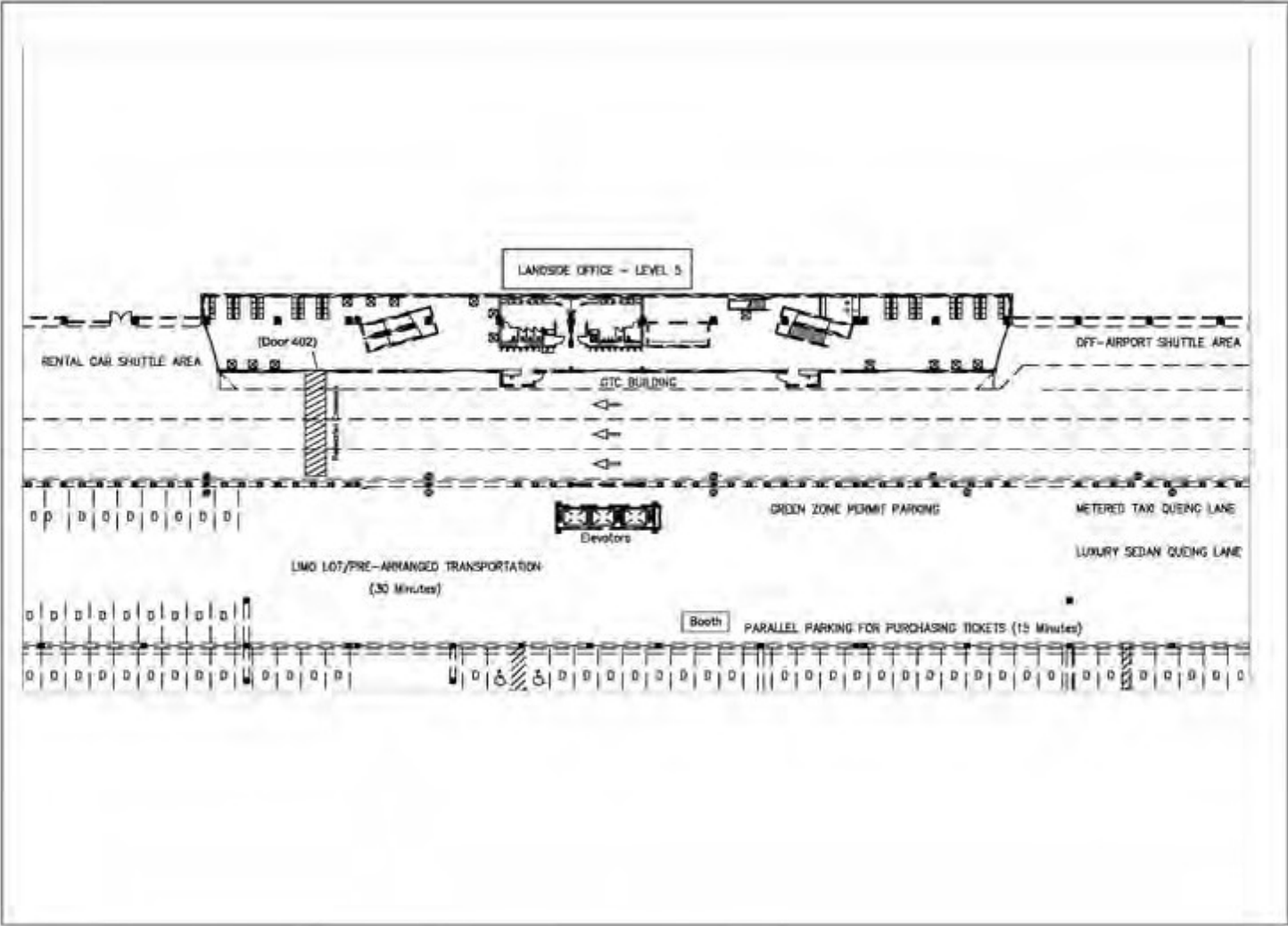


123456 Transport



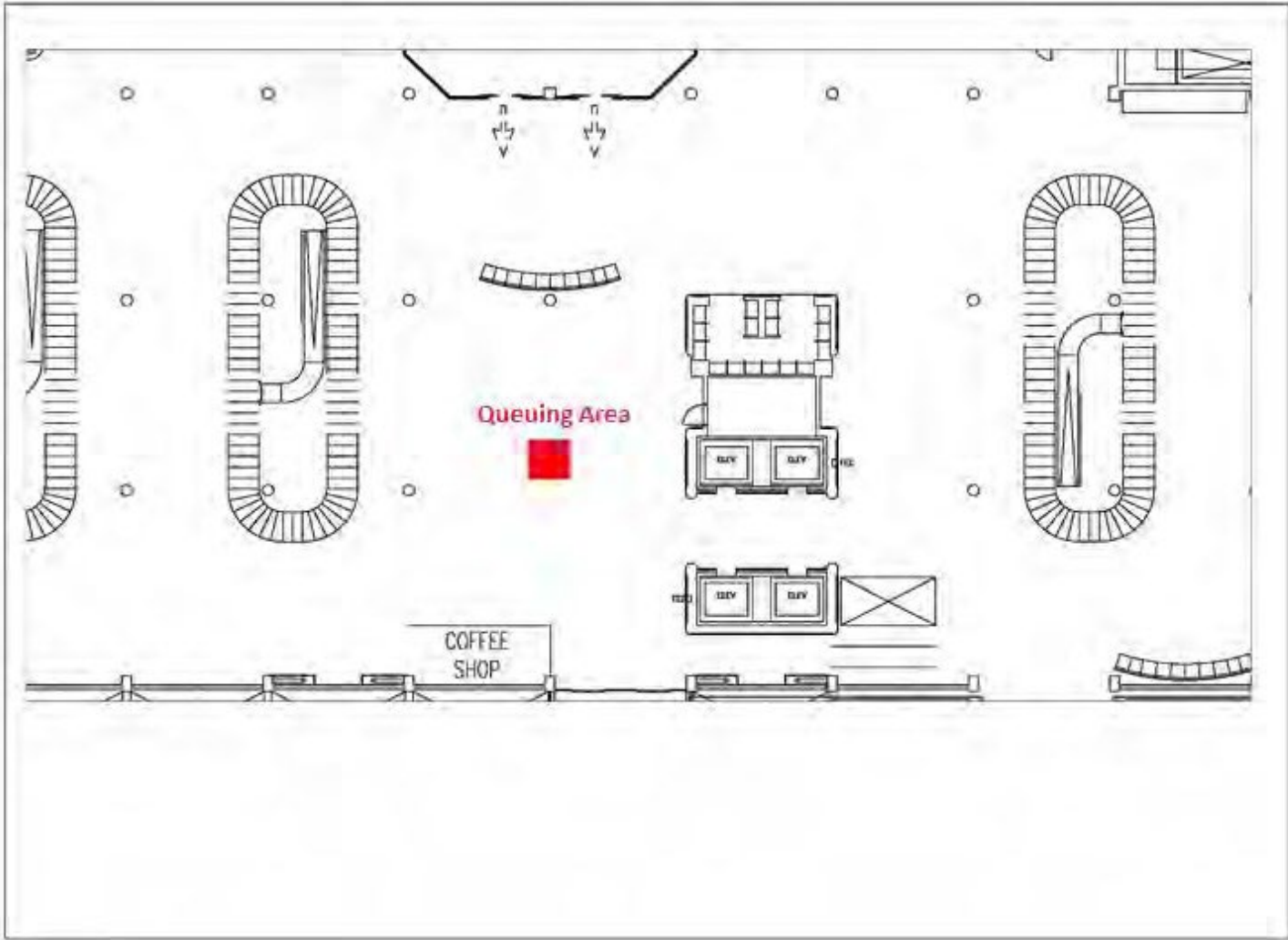
ATTACHMENT 4

MCNAMARA TERMINAL GROUND TRANSPORTATION CENTER LAYOUT



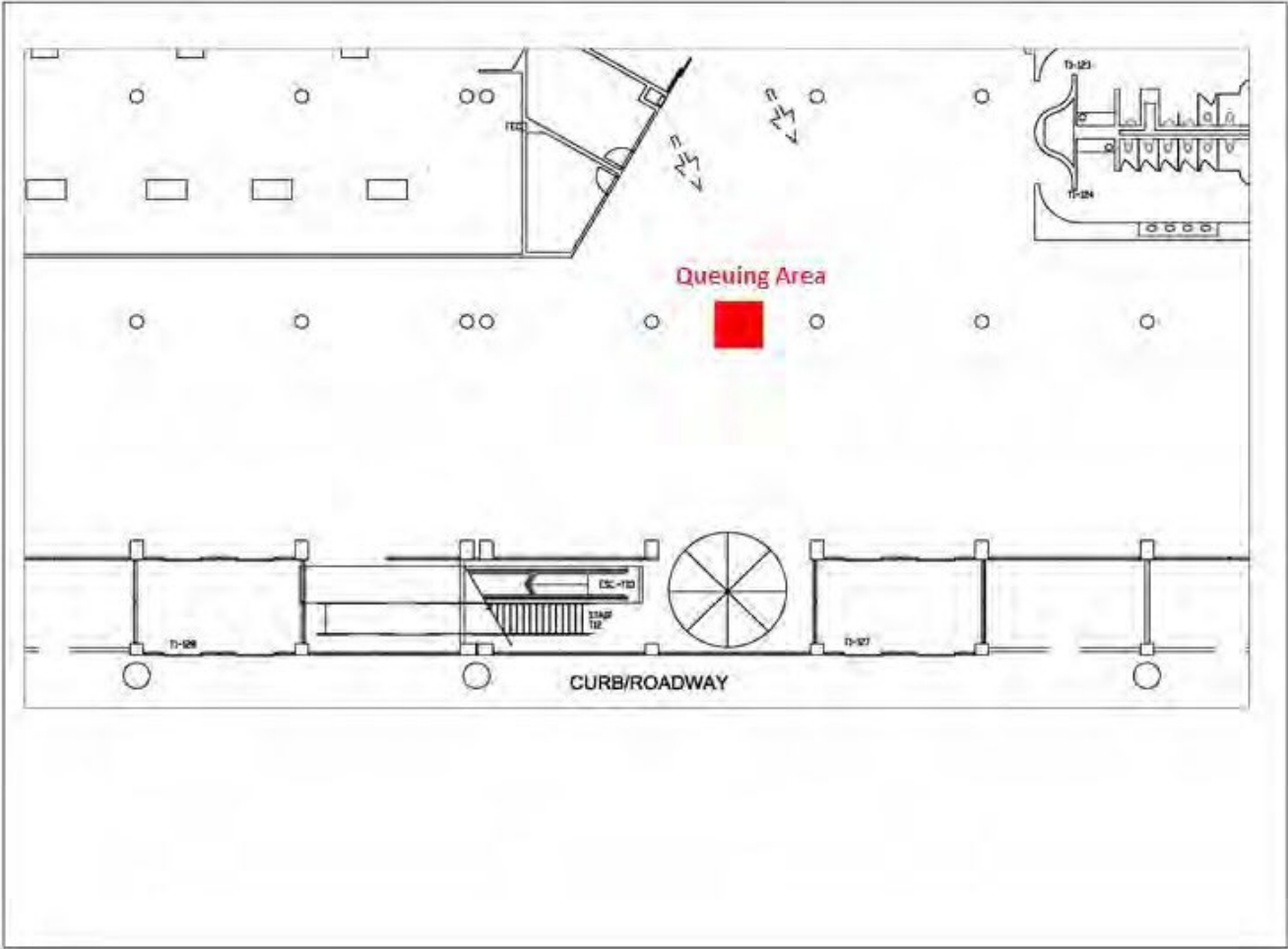
ATTACHMENT 5

MCNAMARA TERMINAL DOMESTIC ARRIVALS DRIVER QUEUING AREA



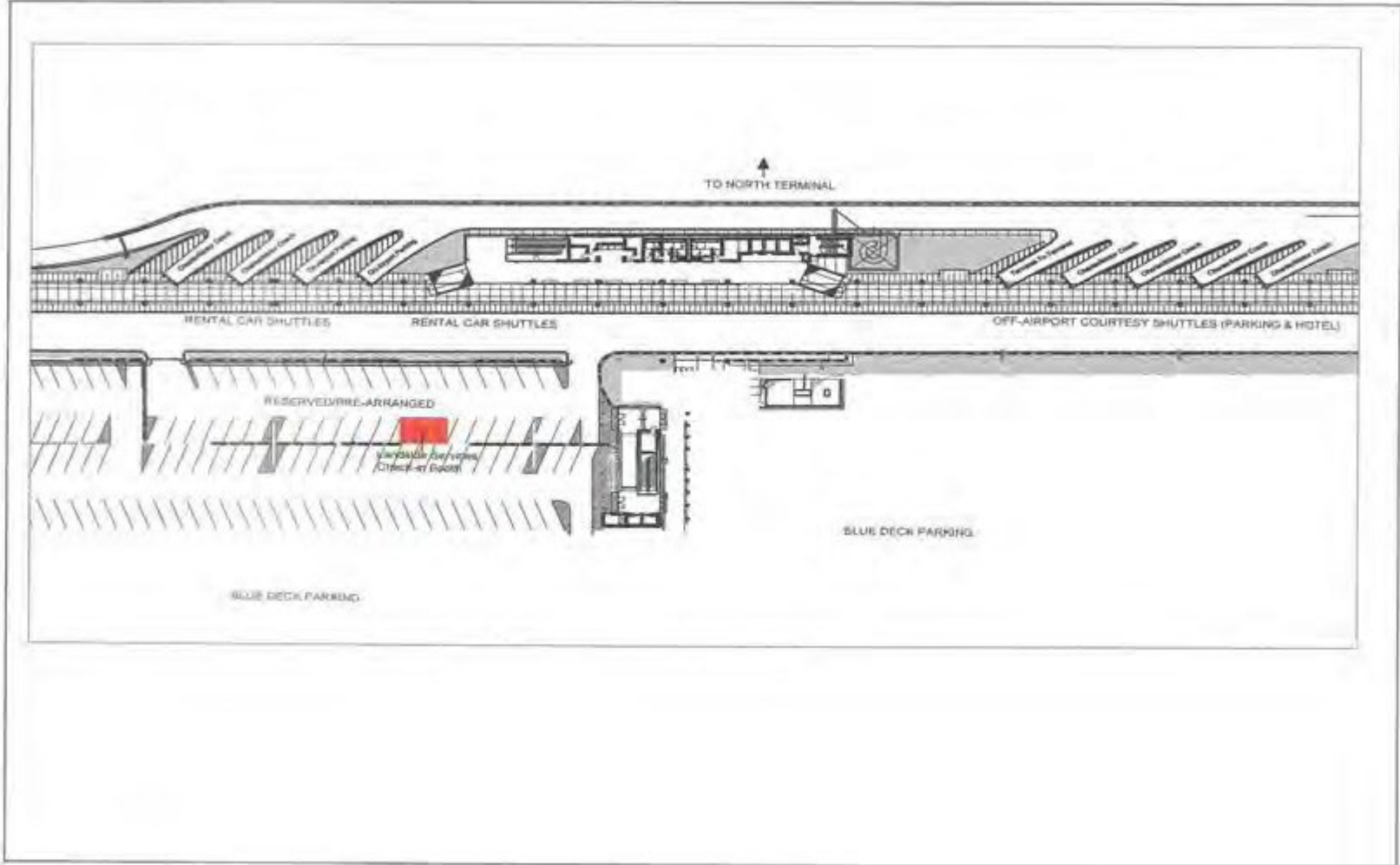
ATTACHMENT 6

MCNAMARA TERMINAL INTERNATIONAL ARRIVALS DRIVER QUEUING AREA



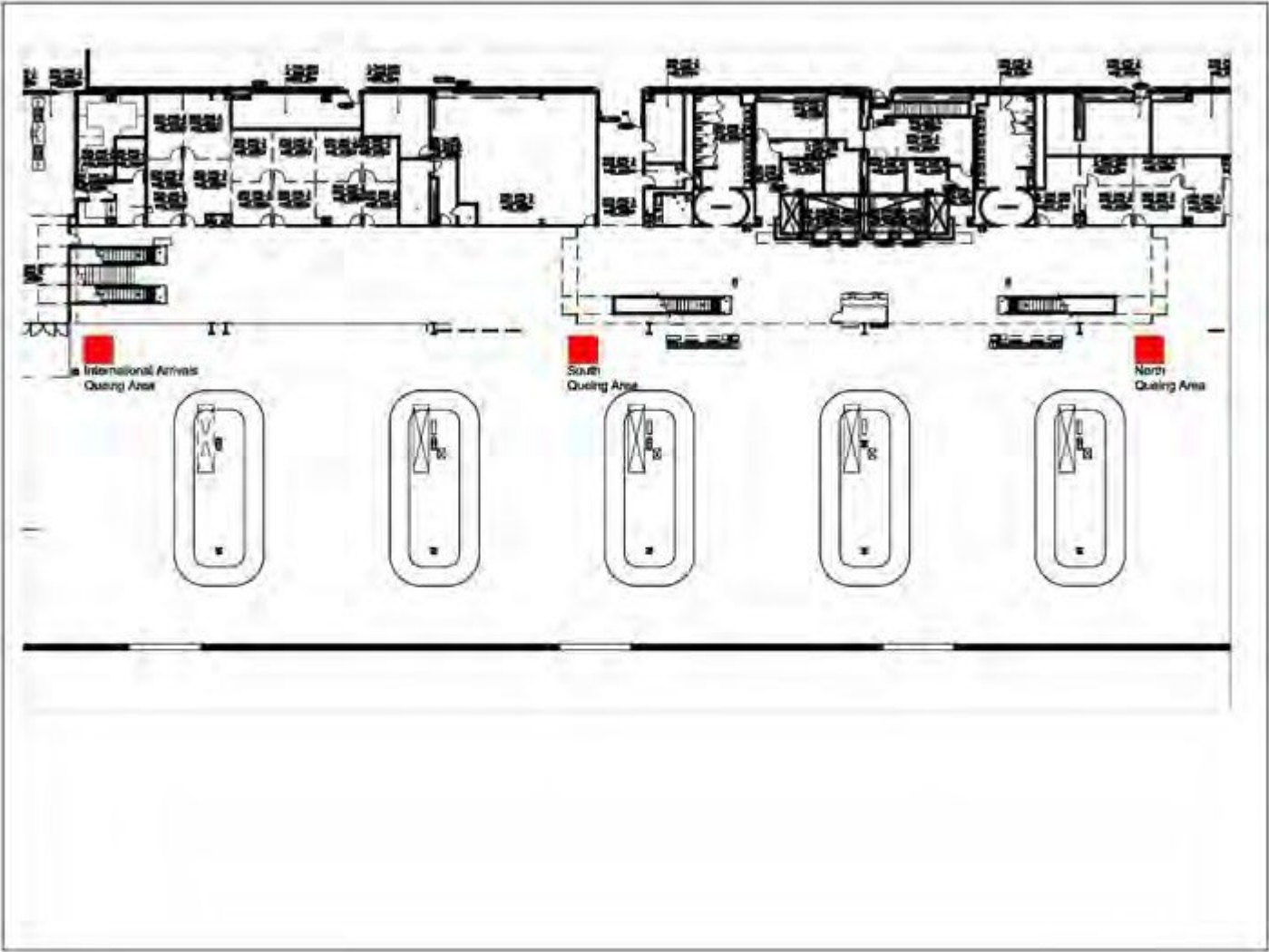
ATTACHMENT 7

EVANS TERMINAL GROUND TRANSPORTATION CENTER LAYOUT



ATTACHMENT 8

EVANS TERMINAL DOMESTIC/INTERNATIONAL ARRIVALS DRIVER QUEUING AREAS



VINING RD

**NORTH
MOTOR COACH
HOLDING LOT**

I-94

GODDARD RD.

MERRIMAN DR

LUCAS DR.

BURTON DR
WEST SERVICE DR

EAST SERVICE DR
ROGELL

2

LEGEND

2 NORTH GTC

A North Motor Coach Holding Lot

NORTH GTC to North Motor Coach Holding Lot:
Access Rogell at the South Rogell loop. Continue North on Rogell, go through the Burton Dr. intersection. Continue North on Rogell, take the Goddard Rd. connector. Turn Left and go West on Goddard. Turn Left again to re-enter Southbound Rogell. Turn Right on Burton Drive. Turn Left on West Service Drive to the North Motor Coach Holding Lot.

B South Motor Coach Holding Lot

NORTH GTC to South Motor Coach Holding Lot:
Access Rogell at the South Rogell loop. Continue North on Rogell to the Burton Dr turn-around. Take the turn (left turn) and follow Dingell Drive South. Follow signs to Eureka Road. Take Eureka Road West exit, turn right at the first driveway, turn left at the "South Motor Coach Holding Lot" sign. Stage in the designated holding spaces to the left. See landmark photos below.

**SOUTH
MOTOR COACH
HOLDING LOT**

B

EUREKA RD

1

LEGEND

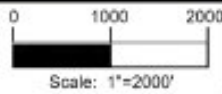
1 MAC GTC

A North Motor Coach Holding Lot

MAC GTC to North Motor Coach Holding Lot:
Follow Dingell Drive North to Rogell. Continue North on Rogell, go through the Burton Dr. intersection. Continue North on Rogell, take the Goddard Rd. connector. Turn Left and go West on Goddard. Turn Left on West Service Drive to the North Motor Coach Holding Lot.

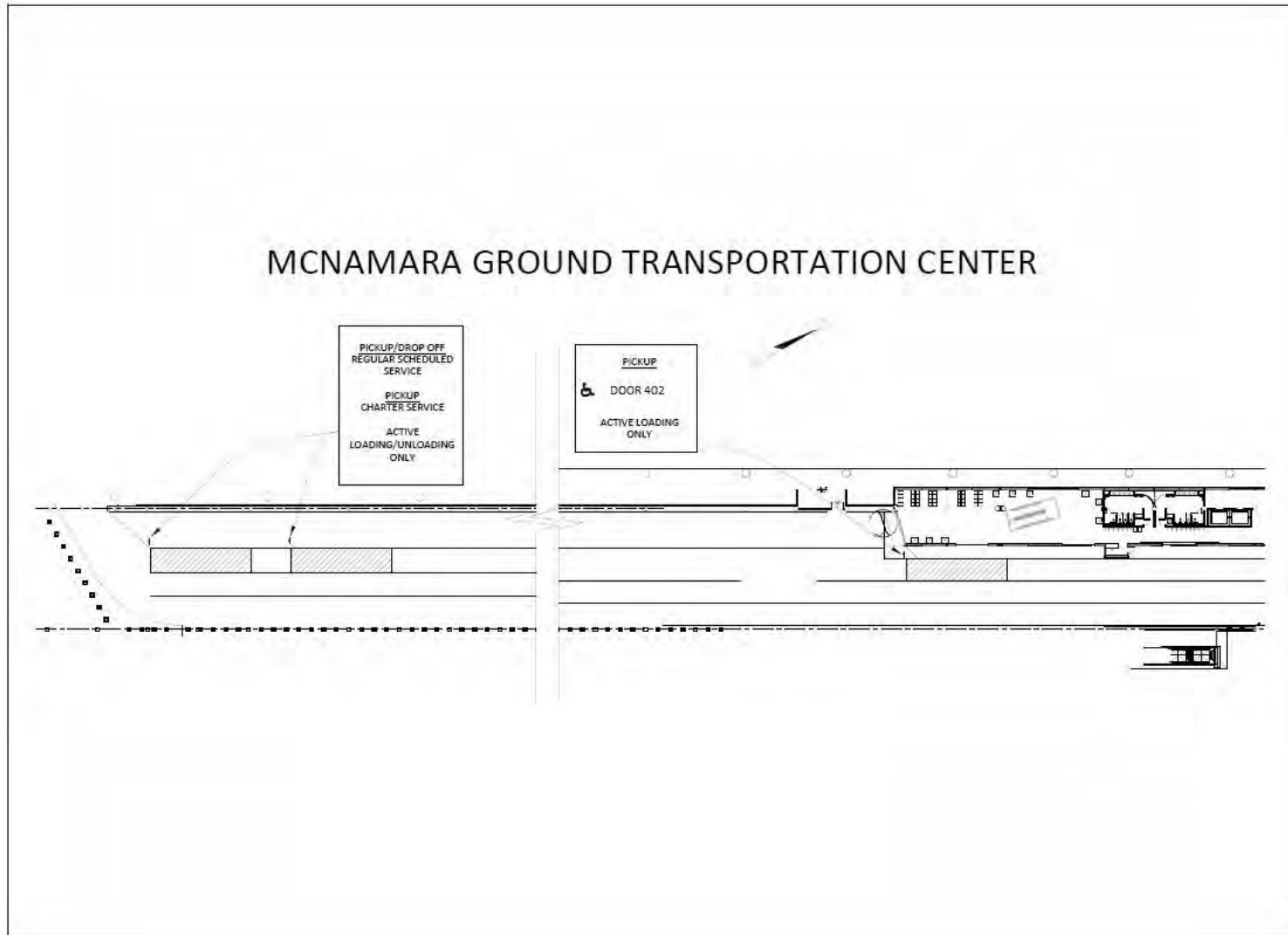
B South Motor Coach Holding Lot

MAC GTC to South Motor Coach Holding Lot:
Follow Dingell Drive South to Rogell. Follow signs to Eureka Road. Take Eureka Road West exit, turn right at the first driveway, turn left at the "South Motor Coach Holding Lot" sign. Stage in the designated holding spaces to the left.



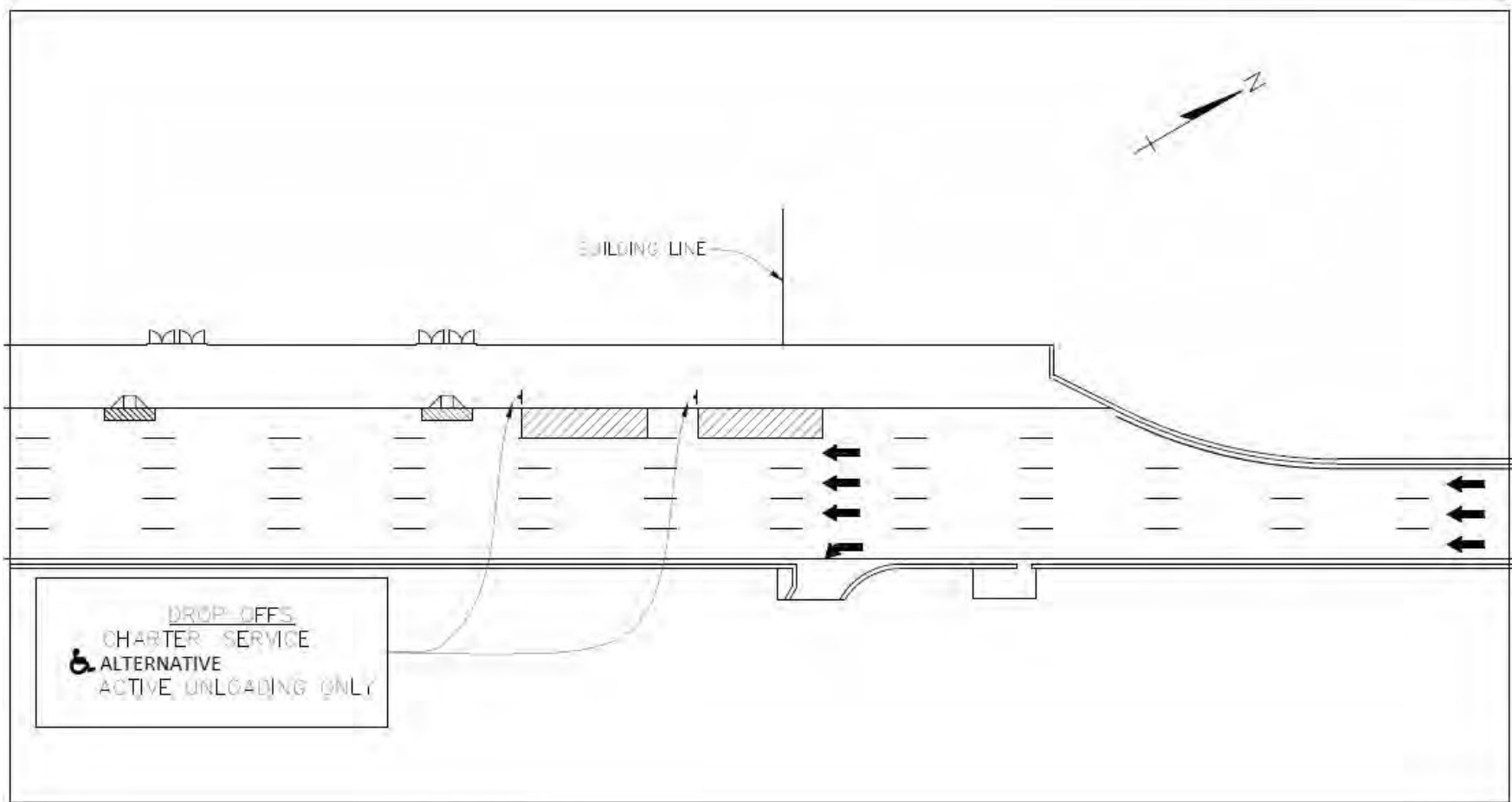
ATTACHMENT 10

MCNAMARA TERMINAL GROUND TRANSPORTATION CENTER LOCATIONS



ATTACHMENT 11

MCNAMARA TERMINAL DEPARTURES LEVEL CURB LOCATIONS



ATTACHMENT 12

EVANS TERMINAL GROUND TRANSPORTATION CENTER LOCATIONS

